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Dominion Energy Southeast Services, Inc.

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March 16, 2020

VIA ELECTRONIC FILING

The Honorable Jocelyn G. Boyd
Chief Clerk/Administrator
Public Service Commission of South Carolina
101 Executive Center Drive, Suite 100
Columbia, South Carolina 29210

RE: Dominion Energy South Carolina, Inc.'s Actions in Response to COVID-19 and Request for Expedited Approval *Nunc Pro Tunc* for the Company to Waive Late-Payment Charges for all its Customers
Docket No. 2020-____-E/G

(This filing does not involve any change to the retail electric or natural base rates of Dominion Energy South Carolina, Inc.)

Dear Ms. Boyd:

The purpose of this letter is to notify the Public Service Commission of South Carolina ("Commission") of the actions that Dominion Energy South Carolina, Inc. ("DESC" or "the Company") has taken in response to COVID-19 for the benefit of its electric and natural gas customers and to request expedited approval *nunc pro tunc* to waive any late-payment charges incurred, or that may be incurred, by any of its customers.

NOTIFICATION OF MEASURES IMPLEMENTED BY DESC

DESC is committed to providing reliable electric and natural gas service to its customers, while also doing its part to limit the spread of COVID-19. The health and well-being of the Company's customers and employees is a top priority and in furtherance of this priority, DESC has implemented the following measures and mitigation strategies for the benefit of its customers and employees.

1. The Company has ceased disconnection for non-payment of bills.

During this critical time, the Company's customers will not need to worry about having their electric or natural gas service disconnected for non-payment. On

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March 12, 2020, DESC ceased disconnecting electric and natural gas service to its customers for non-payment. The Company's action to cease disconnection for non-payment of bills occurred prior to DESC's receipt of a letter dated March 14, 2020 from the Governor of South Carolina to the Executive Director of the South Carolina Office of Regulatory Staff ("ORS") whereby the Governor requested that ORS communicate and effectuate the Governor's request that all regulated utilities and cooperatives, including those not under the jurisdiction of ORS, not suspend or disconnect essential services for nonpayment during the current State of Emergency. DESC is honoring the Governor's request and will continue to do so.

2. The Company is waiving the reconnection charge for those customers whose service has been disconnected for nonpayment.

For those electric and natural gas residential customers whose service is currently disconnected due to nonpayment, DESC will waive the reconnection charge when the customer seeks to have their service restored. Earlier today, DESC began waiving reconnection charges for these customers.

3. The Company's local business offices will close at 5:00 p.m. on March 16, 2020 and will remain closed during the current State of Emergency.

In addition to the measures stated above and in an effort to help the communities within which DESC provides electric and natural gas service to achieve their goal of slowing the spread of COVID-19, DESC will close all five of its local business offices at 5:00 p.m. on March 16, 2020 and will remain closed during the current State of Emergency. By closing its local business offices, the Company is intentionally decreasing contact between its customers and employees which is designed to limit transmission of the disease.

Even though the Company's local business offices are closed, DESC is not closed. The Company continues to be available to its customers 24 hours a day, seven days a week, and during this difficult time, it is committed to helping any customer facing hardship. Customers may contact DESC telephonically at 1-800-251-7234 or by visiting the Company's website at www.dominionenergy.com. Customers may also contact DESC by using the Company's mobile app on their smartphone device. Moreover, customers may visit any of DESC's authorized payment centers to pay their bill.

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**REQUEST FOR EXPEDITED APPROVAL TO WAIVE ANY
LATE-PAYMENT CHARGES INCURRED BY ANY CUSTOMER**

DESC, pursuant to S.C. Code Ann. Regs. 103-339 and 103-439 (2012) and its General Terms and Conditions for Electric and Natural Gas Services, charges a late-payment charge to customers who do not pay their bill in a timely manner. In light of COVID-19, the Company understands that its customers may not be able to pay their bills in a timely manner. During these uncertain times, DESC does not wish to burden those customers who are unable to pay their bill with the assessment of a late-payment charge. In order to provide relief to its customers as quickly as possible, DESC began waiving late-payment charges earlier today on March 16, 2020, for all its customers. Therefore, DESC respectfully requests that the Commission issue an order on an expedited basis, without notice or hearing, authorizing the Company to waive any late-payment charges incurred by any customer beginning March 16, 2020. DESC also respectfully requests that the Commission issue its order *nunc pro tunc* with an effective date of March 16, 2020.

CONCLUSION AND DURATION OF MEASURES

The Company is aware of Executive Order No. 2020-08 dated March 13, 2020, issued by the Governor declaring that a State of Emergency exists in South Carolina and that the Governor's Executive Order will remain in effect for fifteen (15) days unless otherwise modified, amended, or rescinded by subsequent order. As long as the State of Emergency exists in South Carolina DESC's actions referenced above will remain in force and effect.

By copy of this letter, DESC is contemporaneously notifying the South Carolina Office of Regulatory Staff as well as the South Carolina Department of Consumer Affairs of the Company's actions referenced above and its request to waive any late-payment charges incurred, or that may be incurred, by any customer.

If you have any questions or need additional information, please do not hesitate to contact us.

Very truly yours,



K. Chad Burgess

KCB/kms

cc: Jeffrey M. Nelson, Esquire
Becky Dover, Esquire
Carrie Grube-Lybarker, Esquire
(all via electronic mail only)